

VIP EMAIL TEMPLATE - Hair Care

Reminders:

- 1-Edit/alter this info to cater to your customer (VIP or retail) and explain how to use their additional products beyond shampoo/cond that they ordered)*
- 2-Send this email immediately after a customer signs up (remember you do will not get conf. emails from retail sales so check those in your back office and email those customers as well)*
- 3-I like to send the "VIP agreement" to VIPs whom I signed up myself and they did not get to click the "I agree" button*

Hey _____,

I am so excited for you to be using Monat (very soon)! Thank you for your order! Below are some helpful tips/information for getting started. **Please let me know if you have any questions or concerns.** Rather than going to customer service, I'm here to help! Also, don't forget to take a before picture! your hair and scalp will never be the same and we want to document your amazing results!

Username:

Password:

Flexship date: *

Your flexship can be bumped up to 60 days at a time. Please let me know if you need help editing it, bumping it or changing it in anyway

Thanks for trusting me with your hair!

-Juliana

123-456-7890

How To Use Your Products

Important Note: Be sure to turn down the heat on your hot tools! Since Monat products are silicone free, you won't need the high heat anymore!

Shampoo:

1. Rinse hair very well with warm water
2. ALWAYS wash twice because the 1st wash is all about stripping any buildup & removing all pollutants from the environment. The 2nd wash is about actually cleaning, moisturizing, & healing your hair & scalp.
3. Monat does not contain any sulfates, so it's not going to get as sudsy the 1st wash as you're used to. That's okay! The 2nd wash will suds up, trust me! It's crazy! Washing correctly with Monat will give you the best hair washing you've ever experienced!
4. Remember, Monat is VERY concentrated. You don't need to use much (a dime or nickel size) The amount of suds you obtain during the 2nd wash will determine how much your hair needs.

Other Shampooing Tips:

- * Make sure your hair is very wet prior to shampooing.
- * Use a dime or nickel-sized drop depending on hair length. If you have shoulder length or fine hair, use a dime-size drop. Longer or thicker, use a nickel to possibly quarter size.
- * Emulsify the shampoo in your hands by rubbing the shampoo between your hands then massage from scalp & down to ends.
- * Let sit for 2-3 minutes. Because of the natural oils, the longer the better for optimal results.
- * Rinse very well with warm water then wash a 2nd time using the same amount of shampoo, following the same instructions as above. Again let it sit for 2-3 minutes minimum.
- * Rinse very well with warm water.

'Rinse Out' Conditioner:

1. Use a dime or nickel-sized drop depending on hair length. If you have shoulder length or fine hair, use a dime size drop. Longer or thicker, use a quarter.
2. Remember this conditioner is like no other. It will NOT weigh your hair down.
3. Massage into your hair focusing on your mid-shaft down. There is no need to condition your scalp unless it is very dry.
4. Rinse well. Style using Monat Styling products for best results.

And don't forget for every VIP you refer to me you'll get \$20 off your next flexship order!

Customer Agreement Terms & Conditions

PAYMENT AUTHORIZATION: I authorize Monat Global to withdraw payment for my VIP Customer order(s) from my credit card identified in this Agreement. MONAT Global is authorized to withdraw payment equal only to the amount of the products, applicable sales tax, and shipping and handling of products that I order, or the VIP Customer orders I have selected. I have the right to have the amount of any erroneous withdrawal deposited into my account as soon as reasonably possible and upon proper notification to Monat Global. I shall hold MONAT Global harmless for all special or consequential damages, whether direct or indirect, resulting from any wrongful debit to my account.

VIP CUSTOMER COMMITMENT: To qualify for 15% off retail pricing and free shipping on orders of \$84 USD/\$110 CAD, you commit to placing two or more Flexship orders of \$84 USD/\$110CAD following your enrollment order. You schedule your first Flexship during enrollment. By default your next order will ship approximately 30 days later, however this order can be pushed out up to 60 days at a time. You are not required to receive an order before you push it out. In the VIP Lounge, you can push your order out up to 60 days from "today" whenever you like. This is true of your second Flexship (third order) and subsequent recurring orders as well. Your orders process on the day(s) you designate, at the same great VIP price. You can customize and schedule your shipments online at any time or by contacting Market Partner and Customer Care.

CHANGES: You can change your VIP Customer order selections, method of payment, or the authorized amount at any time. You can edit your order online from the VIP Customer Back Office, or contact the Market Partner & Customer Care Team at 1-844-MYMONAT. Seven days prior to the process date for your next Flexship, you will receive an email reminder for the order, and that you can update it. MONAT Global reserves the right to change its prices associated with its products without notice.

CANCELLATION: As a VIP Customer, you have the option of cancelling your account in the following circumstances:

- Within 30-days of receiving your first order, provided you return the products received in the initial order. You must contact the Market Partner & Customer Care team before the second order has shipped.
- Once you have completed three or more qualified* Flexship orders. A qualified Flexship order is \$84 USD/\$110 CAD or more.
- When upgrading to Market Partner - it is necessary to contact Market Partner and Customer Care to upgrade and apply the \$19.99 USD/\$24.95 CAD VIP enrollment fee toward the Market Partner starter kit and cancel further VIP Flexship orders.
- If the VIP cancels their participation in the VIP Customer Program prior to receiving three such shipments, the 15% discount and free shipping previously given to the VIP may be recaptured through an automatic and pre-authorized charge to the VIP's credit card. The VIP membership fee is non-refundable.

RETURNS: MONAT Global offers VIP Customers a 100% money-back, satisfaction guarantee (less shipping and handling charges) on all of its products for a period of 30-days after their receipt. After this 30-day period, MONAT will refund 90% of the product purchase price; product must be in resalable condition.

SHIPPING AND HANDLING CHARGES AND SALES TAXES: All orders of \$84 USD/\$110 CAD or more ship free while enrolled with and active Flexship. Applicable shipping charges and sales taxes will be added to orders below this threshold as specified when you place your order through the Shopping Cart. All orders are assessed a handling fee as follows: Orders of \$60 USD/\$80 CAD or less—\$1.00 USD/\$1.50 CAD. Orders of \$60.01 USD/\$80.01 CAD or more—\$2.50 USD/\$3.00 CAD.

TERM: Your VIP Customer participation and payment authorization will remain in effect until you: (1) elect to alter or change any aspect thereof by submitting a new signed VIP Customer Agreement; (2) send, in writing, your cancellation to Monat Global at 3470 NW 82nd Avenue, Suite 910, Miami, Florida 33122, or by email or fax to monatsupport@monatglobal.com or (844) 696-6628 (Notice must include your signature, printed name, address, and VIP Customer Number).

The MONAT Flexship program for VIPs entitles you to 15% off retail prices and free shipping on your order. As a VIP, you commit to three orders—or just two more counting today's. Your orders process on the days you designate at the same great discounted price. You can

customize and schedule your shipments at any time by contacting MONAT Customer Care. You can also "push" your two next Flexship orders up to 60 days each.

VIP EMAIL TEMPLATE - Skin Care

Reminders:

- 1-Edit/alter this info to cater to your customer (VIP or retail) and explain how to use their additional products beyond face wash/moisturizer that they ordered)*
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Hey _____,

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Username:

Password:

Flexship date: *

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-Juliana

123-456-7890

How To Use Your Products

Important Note: Be sure to turn down the heat on your hot tools! Since Monat products are silicone free, you won't need the high heat anymore!

Face Wash:

1. Use daily, morning and night.
2. Apply a small amount to hands, add water, and rub together to form a foamy lather.
3. Gently cleanse face, neck and décolletage using circular motions.
4. Be sure to avoid your eyes.
5. Rinse off with warm water.
6. For best results, perform a double cleanse.

7. Follow with your MONAT skincare routine.

Other Washing Tips:

* The temperature of the water we use to cleanse our skin is just as important as using the right cleanser. Both hot and cold water can irritate the skin. We recommend rinsing with lukewarm to warm water.

*Healthy skin tip: Apply sunscreen 15 minutes before heading outside.

Moisturizer:

1. Use morning and night.
2. Remove a small amount from the jar with the spatula provided
3. Apply evenly with your fingertips and massage into your face, neck, and chest using an upward motion to re-energize your skin.
4. Allow product to absorb before applying SPF or foundation.
5. If you are using any other products such as serums, eye creams, or essences this product should come last.

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